

W.01303A-10-0448

ORIGINAL



0000128192

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2011 - 97718

Date: 8/9/2011

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      PETITION

PETITION

Account Name:      Judy & Andy Meyer

Home:

Street:

Work:

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is:

Utility Company:      Arizona - American Water Company

Division:      Water

Contact Name:

Contact Phone

Nature of Complaint:

OPINION OPPOSED TO AAWC PROPOSED RATE INCREASE FOR AGUA FRIA WATER DISTRICT

\*\*\*\*\*PETITION SIGNED BY 26 CUSTOMER'S\*\*\*\*\*

July 22, 2011

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

Phone:

Fax:

Email:

RE: Docket No. W-01303A-10-0448, Water Rate increase for Surprise areas, including Waddell, AZ

Arizona Corporation Commission

DOCKETED

AUG 9 2011

DOCKETED BY

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2011 AUG -9 1 P 2:02

RECEIVED

I am writing to you today regarding the possible rate increase for our area. I have already been in contact with our water company, Arizona American Water regarding the change in our water supply. Arizona American Water Company changed our water supply from ground water to surface water without notice to the residents of our area.

We began having trouble with our pool, dishwasher, tub, shower door, stainless steel sink faucets end the outdoor faucets in our home. This topic came up at one of our property owners association meetings. Other residents in the area were having the same trouble. Arizona American Water was contacted several times by our property management company. Finally the residents received a notice regarding the change in the water supply.

We are all very upset with the change in our water. The hard water has started to damage and deteriorate the above items in our homes and we have a strong smell of chlorine whenever we run the water. All of this for a

# ARIZONA CORPORATION COMMISSION

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price, a GREAT Price. Arizona American Water wants to increase our cost by 87% and sell the company. We have been informed that a company from Canada wants to purchase Arizona American Water. Is this the reason for an increase? Does Arizona American Water want their profits to look better for this possible purchase? It would appear that way.

With the economy in the condition it is in, this increase is not realistic for any of the customers. People are receiving pay cuts or losing their jobs all together. The large companies keep raising their rates for utilities, gasoline, insurance, and groceries, I have a hard time believing that the water cost 82% more to process and deliver to the consumer.

Please consider the true effect this will have on the consumers before you allow this request from Arizona American Water Company.

Sincerely,

Judy & Andy Meyer  
2011

Clearwater Farmers POA. Treasurer  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Petition docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED  
\*End of Comments\*

Date Completed: 8/9/2011

Opinion No. 2011 - 97718

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